

Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-163001	Application No. N/A
Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))		Applicant Christopher Ronnewinkel et al.	
		Filing Date	Group Art Unit

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
/	AA						

Foreign Patent Documents or Published Foreign Patent Applications								
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							Yes	No
/	AB	01/06435	01/25/2001	WIPO				X

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
/	AC	Product Description of Siebel eMail Response Value Proposition, obtained from www.siebel.com , printed from the Internet on October 23, 2003, 6 pages.
/	AD	E-Service With Advanced Workflow, obtained from http://www.realmarket.com/news/glinktech040500.html , printed from the Internet on April 7, 2004
/	AE	Product Description of SAP Basic Data (QM-PT-BD), obtained from www.help.sap.com , printed from the Internet on March 24, 2004, 2 pages.

Examiner Signature Joon Hwang	Date Considered Sep. 2006
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